

Options for review within the Diocese

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What the agency may expect from you?

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What information will I receive when my complaint is resolved at the agency?

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Diocese of Maitland-Newcastle

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The Diocese is committed to providing across its agencies a fair, effective and efficient complaint management process that is consistent with the Catholic Social Teachings.

A diocesan agency provides a service on behalf of the Diocese, for example systemic schools and St Nicholas centres.

You may provide feedback or make a complaint directly to the agency involved in person, by phone, by email or letter or through the online complaint form at [www.mn.catholic.org.au](http://www.mn.catholic.org.au) or by scanning the QR code.

### What can I complain about?

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### What should I include in my complaint?

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